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FROM Christopher W. Kennerly
DATE November 5, 2004
PAGES 11

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RETURN TO Esmarie A. Garland

TO Examiner Susanna M. Diaz
United States Patent and Trademark Office

FAX NO. 1.703.872.9306
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MESSAGE

Re: U.S. Patent Application No. 09/415,507
Filed: October 8, 1999
Inventor: Mukesh Dalal
Entitled: *System and Method for Optimizing Request-Promise Workflows*

Dear Examiner Diaz:

As discussed, attached is an Amendment in the above-identified case. If you have any questions, please let me know.

Very truly yours,



Christopher W. Kennerly
Attorney for Applicant
Reg. No. 40,675

CWK/eag

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PATENT APPLICATION
09/415,507

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Serial No.:

Date Filed:

Confirmation No.:

Group Art Unit:

Examiner:

For:

Mukesh Dalal

09/415,507

October 8, 1999

4917

3623

Susanna M. Meinecke Diaz

*System and Method for Optimizing Request-Promise
Workflows*

Mail Stop AMENDMENT

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Sir:

Dear Sir:

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November 5, 2004

Total # of pages: 11 (with cover page)

Amendment

Applicant respectfully requests the Examiner to reconsider the rejection of the claims
in view of the following amendments and remarks. Please amend the Application as follows.